



Participant Level Contacts

Participant Servicing Options

- ING Access Online
www.ingretirementplans.com
- Profile Changes
- Fund Transfers
- Investment selection
- Quarterly Statements
- Participant Servicing Center
1-800-584-6001
- Automated Voice Response Unit (VRU):
Available 24 hours a day
 - Fund Transfers
 - Investment selection
- Customer Service Associates:
Monday – Friday 8:00 a.m. – 10:00 p.m. EST
Saturday 8:00 a.m. – 4:00 p.m. EST
 - Account inquiries
 - Distribution elections
- Custom Web Site for Plan and fund information:
www.ingretirementplans.com/custom/mass
- Self Directed Brokerage Option (SDBO)
 - Harrisdirect 1-877-355-7040
 - SDBO website www.ing.harrisdirect.com

Local Investor Centers

- Local Offices
1-877-721-5894 (Toll Free)
- New Enrollments
- Group education and enrollment meetings
- One-on-one participant counseling
- Prospectus distribution
- Participant walk-in services
- Product and Plan information and education
- Catch-up initiation and monitoring
- Contribution rate changes
- Retiree and termination counseling
- Amherst Office
P: 413-548-3988
F: 413-548-7003
ING Financial Services
29 Cottage ST
Suite D
Amherst, MA 01002
- Andover Office
P: 978-681-5099
F: 978-681-5120
ING Financial Services
138 River RD
Suite 208
Andover, MA 01810

- Boston Office
P: 617-7
F: 617-7
ING Fin
McCorn
1 Ashbu
12th FLR
Retirem
Boston,
- New Bedford
P: 508-9
F: 508-9
ING Fin
700 Plea
5th FLR
New Be
- Quincy Office
P: 617-3
F: 617-3
ING Fin
400 Cro
Suite 10
Quincy,
- Worcester Of
P: 508-7
F: 508-7
ING Fin
2 Chestr
22 Elm
1st FLR
Worcest

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